



DEPARTMENT OF HEALTH & HUMAN SERVICES

Milwaukee County

HÉCTOR COLÓN • DIRECTOR

GERI L. LYDAY • ADMINISTRATOR, DISABILITIES SERVICES DIVISION

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Disabilities Services Waiting List Eliminated After 35 Years

MILWAUKEE - The Disabilities Services Division (DSD) of the Milwaukee County Department of Health & Human Services (DHHS) is proud to announce the end of three-decade old waiting list for residents with intellectual and physical disabilities.

As of November 1st, 2012, individuals who are eligible for long-term support services will receive help immediately. DHHS Director Héctor Colón says this marks the first time since 1977 that those residents will not have to wait for services like personal care, meals, transportation, employment training and other types of assistance.

Work to enroll the more than 3,300 people on the list began in 2009. DSD officials collaborated with disabilities advocates, county board supervisors, members of the county executive's staff and others to develop a plan.

Some Milwaukee County residents who are now receiving services had been on the list for as long as 10 years, said DSD Administrator Geri Lyday. "I remember times that people would call crying and asking for help and it was hard for the staff who had to say 'I'm sorry but I have to put you on the waiting list.' Now to be able to say someone will call you and help you within 24 hours is huge," Lyday says.

County Executive Chris Abele praised the dozens of DSD employees whose efforts eliminated the backlog. "This milestone shows their unwavering dedication to serving some of the most vulnerable members of our community," Abele said.

There are currently more than 13,000 Milwaukee County residents receiving long-term support services. Individuals who need help or want to find out if they are eligible can get more information by calling (414) 289-6660 Telecommunications Relay Service (TRS) – Dial 711.

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